

# April 2008

Conversion to the new version of the Macintosh operating systems (Leopard), and new versions of Microsoft Office (2007 for Windows, 2008 for Macintosh) is underway! **The details are below.** ITS is working with members of the campus community to make the transition to these new environments as easy as possible. Also, in this e-newsletter is some information about the latest outbreak of what is called "email back-scatter" on campus -

--- Dave Smallen, VP for Information Technology

## THE SCHEDULE

Nikki Reynolds and Maureen Scoones continue to meet with faculty (Nikki) and administrative offices (Maureen) to give an overview of the new software and to get a sense of projects and support needs. If you haven't discussed your needs with them yet, please contact one of them ([nreynold@hamilton.edu](mailto:nreynold@hamilton.edu), [mscoones@hamilton.edu](mailto:mscoones@hamilton.edu)).

**Office 2007/ 2008** – The latest versions of Microsoft Office for Windows (Office 2007) and Macintosh (Office 2008) will be installed on:

- all computers scheduled to be replaced this summer (May 5 – August 15)
- all computers in the TE classrooms and public labs (June – August)
- all computers in faculty and staff offices and departmental labs across campus.

**Leopard** – The new version of the Macintosh operating system will be implemented on new computers as they are installed:

- all computers scheduled to be replaced this summer (May 5 – August 15)
- all computers in the TE classrooms and public labs (June – August)

### What has been completed thus far:

- Office 2007 – ITS, March 24
- Office 2007 - Library and C&D Technology Staff, March 31
- Office 2007 - Early adopters - group of 9 volunteers, attended formal training session in March, received Office upgrade, April 9
- Office 2008 – ITS, April 14
- All departments contacted to meet with a representative from ITS about the upgrades. – March and April

### The campus-wide deployment:

As a result of departmental meetings thus far, the following schedule has been

- Early adopters for Macintosh and Windows -May 5
  - C & D – May 5
  - Opportunity Programs and Art Department – May 12
  - Admissions and Financial Aid – May 13
  - Science Center -

- faculty office machines - May 22
    - Biology, Geosciences, Physics, Psychology
  - academic labs and other computers - May 22 and 23
- Other faculty - May 28, 29 and 30
- Administration Offices – June 16, 17, 23 and 24
- Business Office and Human Resources – October
- Dates will be confirmed with departments prior to the installations taking place.

## WHY NOW?

### Office 2007/ 2008 –

Both products bring new ease-of-use features and an updated user interface. Although the new file format for Office is improved, it also renders Office 2007/2008 files incompatible with all previous versions of Office. Even with file conversion software, you cannot use older versions of Office to edit some content created using new features.

The ability to exchange Office files with students and colleagues (on and off campus) is an important, if not critical, part of how we conduct College business. Many students are already using Office 2007/2008, with more arriving in the fall. Colleagues and businesses with whom we work are also switching to the new versions.

**Leopard** – The new Macintosh hardware will only work with Leopard. If we don't go to Leopard we can't replace existing Macintosh hardware.

## WHAT IS THE BIG DEAL?

Office 2007 has significantly changed the way menus and features are organized. ITS will provide support for you to learn the new version, minimizing disruption to your daily activities. You will still have to save files in the old format when communicating with others if you are not sure whether they have the new version or a translator.

## WHAT HELP IS AVAILABLE?

**Training** – ITS is working with other colleges and companies to provide a variety of ways to learn to use the new software. Self-help guides, on-line tutorials and hands-on workshops will all be available. In our discussions with members of the community we are exploring their preferences for style and timing.

## EMAIL BACK-SCATTER

Does this sound like something you recently experienced?

"All of a sudden I get a flood of e-mail rejection or delivery failure notices for e-mail I didn't send.."

If so, you are not alone. These automated notices result from spammers using your address as a bogus sender. Poorly configured anti-spam filters on the recipient mail servers will bounce an error to you (the so-called sender) when the message can't be delivered. The result is a flood of failure or rejection notices sent to you (known as "back-scatter" or "blow-back"). The volume of such messages has been increasing rapidly and one Hamilton community member received over 1000 such messages over a weekend!

The good news is that, like a head cold, this problem will usually subside within a few days, although it may linger at low levels for an additional week. The bad news is there is no “vaccine” to prevent these messages from reaching you because they are nearly identical to the notices you receive when you send a message to a friend whose account is over quota or to an address you’ve mistyped. These messages are not detected by our spam filter because they are legitimate rejections from the receiving end that are sent to your address. ITS is following national discussion forums to see what can be done.

## **UPCOMING IT EVENTS**

April 30<sup>th</sup> - [Analysis, Communication, & Digital Storytelling: Video projects at Hamilton](#). Considering adding a video project to your course? Interested in learning more about the resources and services that support academic use of video? Join Janet Simons and Kristin Strohmeyer for a HILLGroup lunch discussion of video at Hamilton. Contact Janet or Kristin if you are interested in attending.